

Caroline Roe

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Patient-focused healthcare professional with experience coordinating medical device services, educating patients on therapy use, and streamlining communication between providers, payers, and families. Skilled at translating complex insurance and clinical details into clear, reassuring guidance for patients. Combines medical device knowledge with a technology-driven mindset and meticulous documentation habits. Passionate about making healthcare easier to understand, easier to access, and more human.

WORK EXPERIENCE

Enovis

Idaho, Oregon

Contract Distributor

September 2024 - Present

- Conduct home and clinic visits to fit, activate, and train patients on bone growth stimulator devices, ensuring comfort and adherence.
- Educate patients and caregivers on device operation, insurance coverage, and therapy schedules to improve long-term outcomes.
- Partner with physicians, case managers, and insurance contacts to verify eligibility and coordinate smooth delivery of devices.
- Maintain detailed documentation in CRM systems, ensuring compliance with HIPAA, Medicare, and payer regulations.

JMM Infinite Solutions

Boise, Idaho

Regional Sales Representative

September 2023 - Present

- Serve as liaison between physician offices, payers, and patients to support durable medical equipment (DME) prescriptions.
- Manage processing of prescriptions including insurance verification, benefits coordination, and patient onboarding through Docusign and CRM platforms.
- Conduct follow-up calls to troubleshoot device or reimbursement concerns, ensuring timely resolution and patient satisfaction.
- Manage warranty claims, replacements, and reimbursement disputes, coordinating between patients, vendors, and payers to secure accurate outcomes.
- Address customer complaints with professionalism and empathy, providing rapid solutions and maintaining brand reputation.
- Deliver ongoing education to both patients and providers, simplifying insurance coverage criteria and improving device compliance.
- Collaborate with marketing and operations to optimize outreach messaging and streamline internal workflows.

Madison Mountain Medical Device Distributor

Boise, Idaho

Surgical Device Sales Representative Intern

May 2022- September 2022

- Supported surgical teams using Stryker and Medtronic spine implants; assisted with case setup and hospital coordination.

EDUCATION

University of Washington

Seattle, WA

Bachelor of Arts Political Science

Cumulative GPA: 3.6/4.0

Skills: Patient Outreach & Education Insurance Verification & Benefits Coordination, Warranty & Reimbursement Management, Complaint Resolution & Customer Retention, CRM Documentation, Compliance (HIPAA, Medicare, Medicaid), Technical Aptitude & Device Troubleshooting, Cross-Functional Collaboration, Problem Resolution & Escalation Management